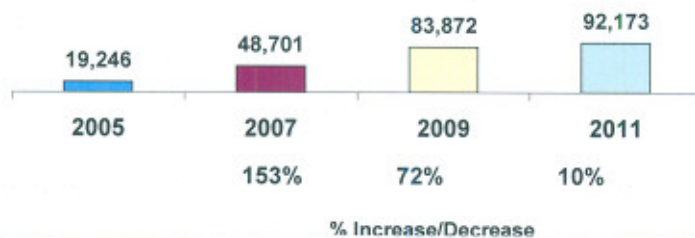


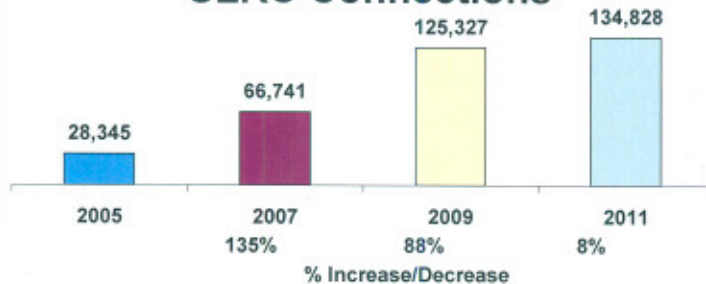
## ServiceLink Resource Center Management Report SFY 2011

### SLRC Contacts



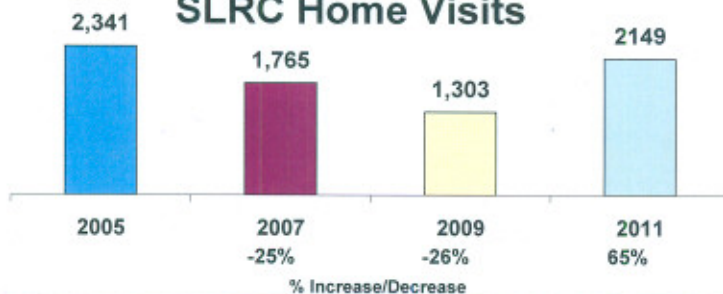
Contacts to the SLRC can be made in many forms, calls, emails, faxes, walk-ins, and follow up activity are just a few.

### SLRC Connections

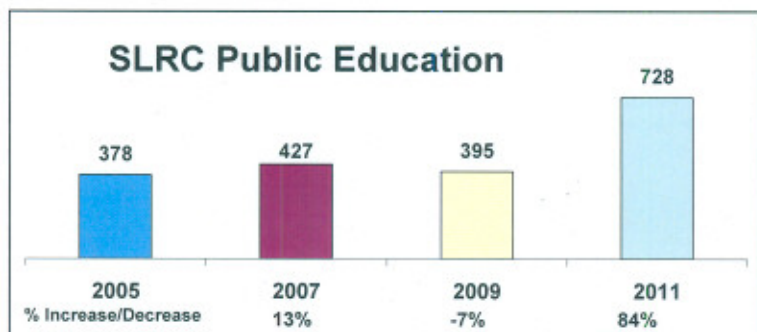


Connections from the SLRC are the total number of referrals to agencies and services within the community.

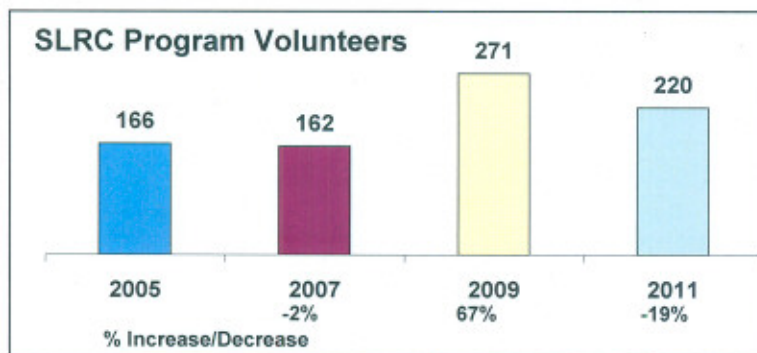
### SLRC Home Visits



Many SLRC staff persons do home or community visits to assist consumers who cannot come into the office.



Education from SLRCs can range from subject specific topics, such as Medicare to collaborative topics with another agency.

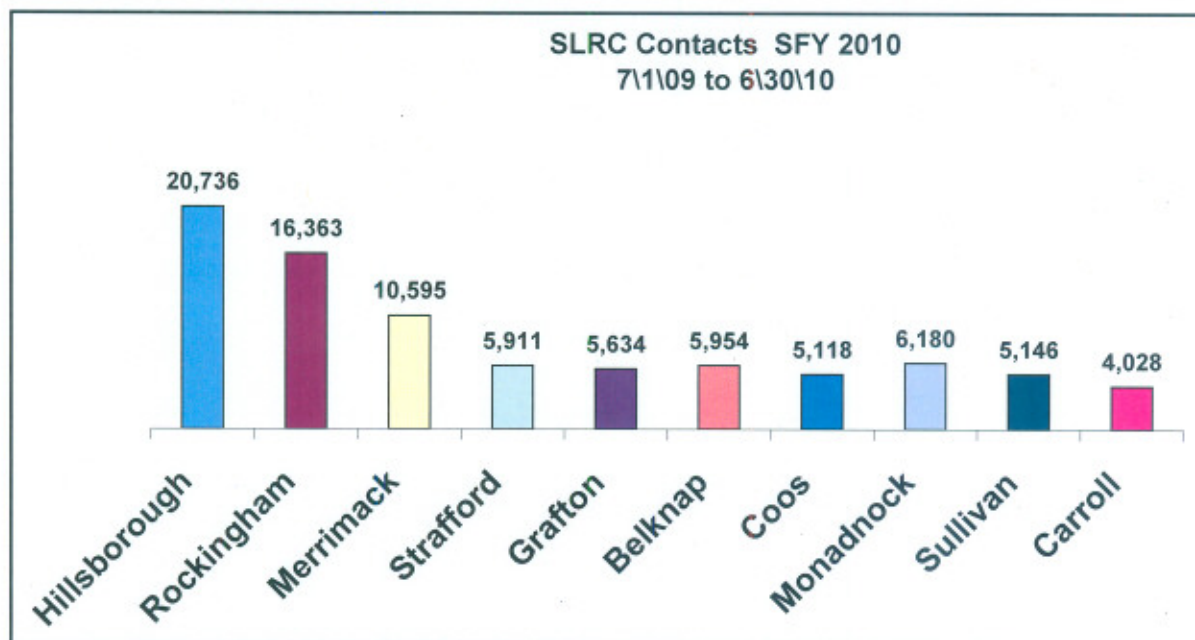
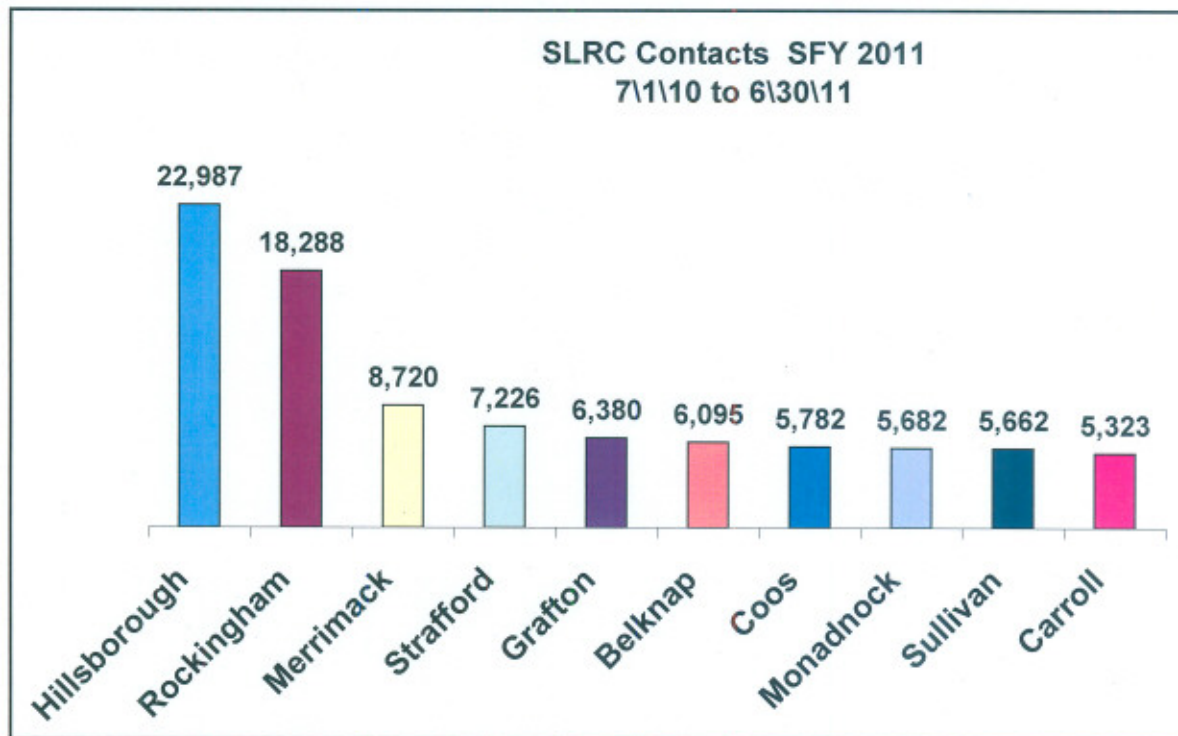


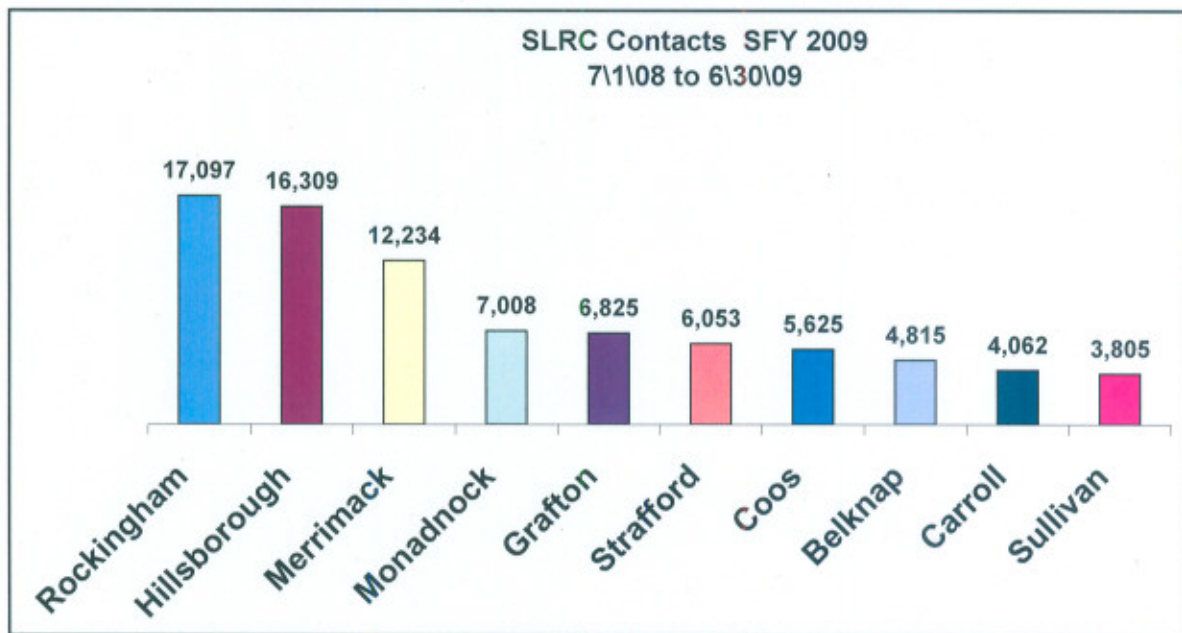
Volunteers at the SLRCs assist with many functions of the SLRC. Many are certified Medicare volunteers. In 2011, SLRC volunteers contributed 10,067 hours.

To view more detailed reports on service requests go to [www.servicelink.org/calls](http://www.servicelink.org/calls) and contacts reports link

Years represented are State Fiscal Year (SFY) which run from July 1st to June 30th

## ServiceLink Resource Center Contacts by County

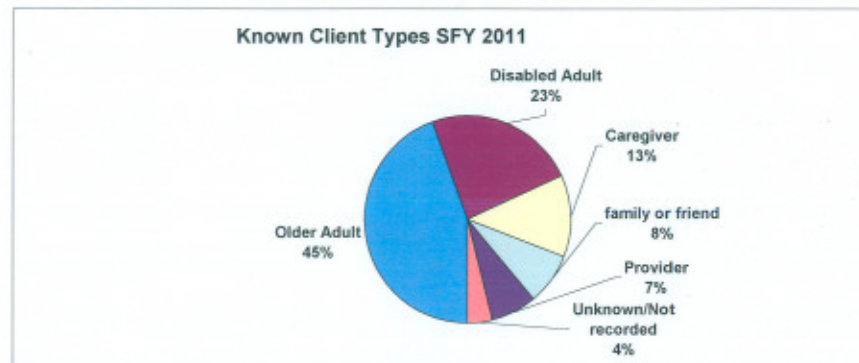
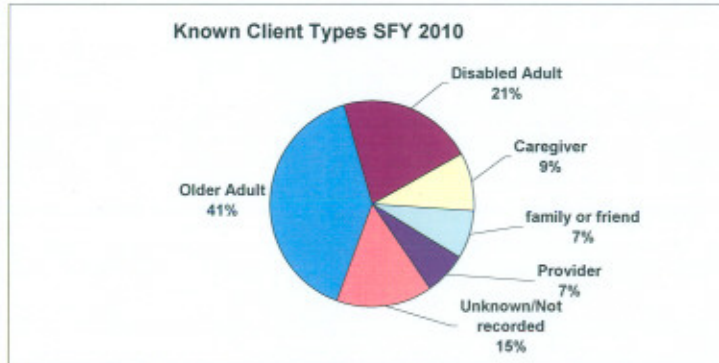




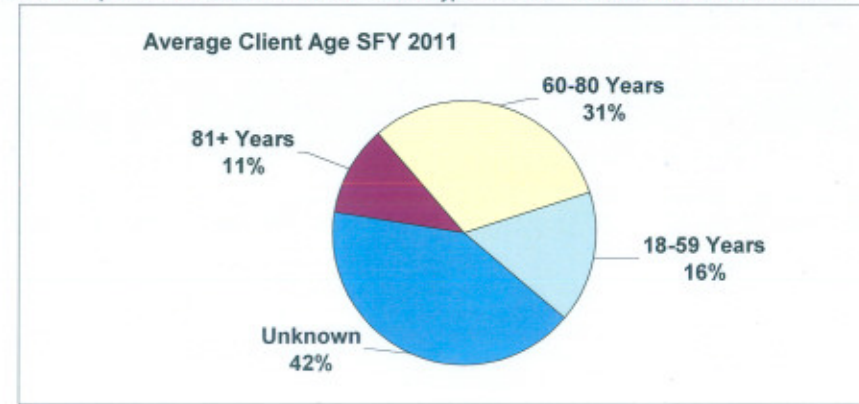
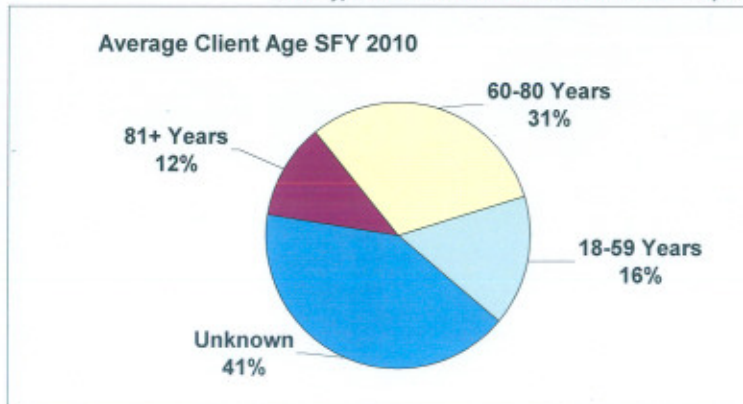
Years represented are State Fiscal Year (SFY) which run from July 1st to June 30th



ServiceLink Resource Center Management Report SFY 2010 and 2011



Client types are self-defined or determined based upon their service requests. The amount of unknown client types has been excluded from the chart above.



A client's age is only requested from a contact when it is pertinent to the service request.

## Top 10 Groupings of Service Requests

### SFY 2006

- 1 Medicare Information/Assistance
- 2 LOC assessment for Medicaid LTC programs
- 3 Family Caregiver Subsidies
- 4 Basic Information & Referral
- 5 Property Tax Relief
- 6 Legal Assistance
- 7 Transportation
- 8 Fuel Assistance
- 9 Medicaid Applications
- 10 Financial Assistance

### SFY 2007

- 1 programs
- 2 Medicare Information/Assistance
- 3 Basic Needs Assistance
- 4 Forms/Document Assistance
- 5 Medicaid Applications
- 6 Basic Information & Referral
- 7 Property Tax Relief
- 8 Home Maintenance & Repair
- 9 Financial Assistance
- 10 Legal Assistance

### SFY 2008

- 1 Medicare Information/Assistance
- 2 Long Term Support Counseling
- 3 LOC assessment for Medicaid LTC programs
- 4 Basic Information & Referral
- 5 Medicaid Applications
- 6 Forms/Document Assistance
- 7 Financial Assistance
- 8 Caregiver Assistance
- 9 Homemaker Assistance
- 10 Health/Safety Assistance

### SFY 2009

- 1 Medicare Information/Assistance
- 2 Long Term Support Counseling
- 3 Basic Information & Referral
- 4 Service Provider Information/Explanation
- 5 Financial Assistance
- 6 Caregiver Assistance
- 7 Health/Safety Assistance
- 8 Medicaid/Medicaid Waiver Programs
- 9 Forms/Document Assistance
- 10 Medicaid Applications

### SFY 2010

- 1 Medicare Information/Assistance
- 2 Long Term Support Counseling
- 3 Basic Information & Referral
- 4 Forms/Document Assistance
- 5 Caregiver Assistance
- 6 Medicaid/Medicaid Waiver Programs
- 7 Homemaker Assistance
- 8 Medical Transportation
- 9 Personal Care
- 10 Utility Bill Payment Assistance

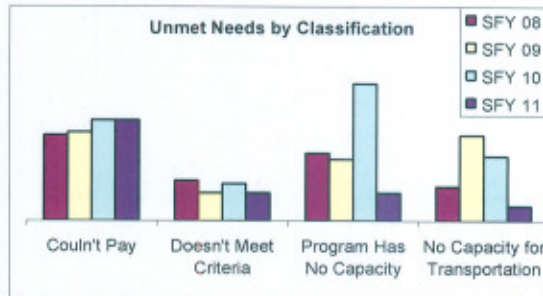
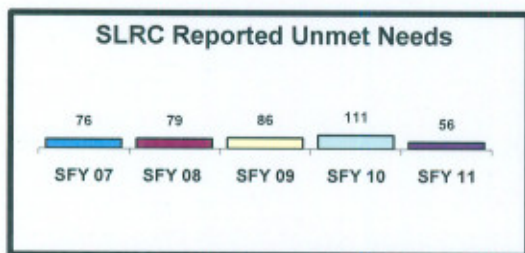
### SFY 2011

- Medicare Information/Assistance and Prescription Drug Assistance
- 2 Long Term Support Counseling Options
- 3 Caregiver Assistance
- 4 Basic Needs Information & Referral
- 5 Forms/Document Assistance
- 6 Homemaker Assistance
- 7 Medicaid/Medicaid Waiver Programs
- 8 Medical Transportation
- 9 Food Stamps
- 10 Utility Bill Payment Assistance
- 11 Personal Care (notable)
- 12 Legal Counseling (notable)

To view more detailed reports on service requests go to [www.servicelink.org/calls](http://www.servicelink.org/calls) and contacts reports link



## SLRC Reported Unmet Needs



You can access more detailed information on unmet need reports by going to [Calls and Contacts Reports link](#) on the ServiceLink website.

### Purpose:

The ServiceLink Network strives to record contact information uniformly and consistently. Accurate and consistent reporting allows us to demonstrate that the public money invested in ServiceLink is well spent. Properly recorded information also helps us identify and document needs that cannot be addressed because services are inadequate or non-existent. For ServiceLink Network purposes, "unmet need" indicates that the client experiences negative consequences because the required service does not exist, is not financially or geographically accessible to the client, or lacks the capacity to serve the intended population.

If the client simply "desires" a service, or refuses a referral because they are seeking a "better option," the ServiceLink Network does not regard this as an "unmet need."

### Eligibility:

An unmet need can be recorded if the consumer meets all of the following three criteria:

- The consumer requires a specific service "immediately";
- The consumer is "at risk"; and
- The consumer is a "willing consumer".

\*See appendix for Unmet Need Policy for more detail

### How Service is provided:

If a contact results in a service need that is unmet and all three eligibility criteria are met, the unmet needs is classified as follows:

**Does not Meet Criteria:** The individual does not meet the specific criteria of an existing and available program (the service could not be provided to that person). **Examples of Services connected to this unmet need:** Financial assistance, health and dental insurance, utility bill payment assistance, home accessibility improvements, local auto transport

**No Capacity For Transport:** The individual does not have the capacity to transport him or herself, or to be transported, to the service.

**Program Has No Capacity:** The identified service does exist, but the program lacks capacity to offer it to the individual. (This applies to programs that are putting potential clients on waiting lists because they are full, or because they lack the necessary human resources to provide the service.) **Examples of Services connected to this unmet need:** Dental bill payment assistance, food, language interpretation, low income/subsidized private rental,

**Consumer Could not Pay:** While the service is available, the client could not pay for it, or financial aid (whether public or private) was not available. **Examples of Services connected to this unmet need:** Hearing aids, money, financial assistance, automobile repair loans, mortgage payments assistance, Property Tax Exemption, ramp construction, automobiles, and dental care.

**Community Unmet Need:** An unmet need that cannot be met and does not meet any of the above categories can be documented as a "Community Unmet Need" (i.e.: support group that does not exist).

For more information about ServiceLink Resource Center Unmet need you can refer to the Unmet need Policy and Definition located in the appendix.

## ServiceLink Aging and Disability Resource Center Miscellaneous Programmatic Highlights

In State Fiscal Year 2011 the ServiceLink offices provided the following Long Term Care Services

### Long Term Support Options Counseling

**Definition:** Long-Term Support Counseling is an interactive process designed to support informed long-term care decision-making through assistance provided to individuals, families and caregivers to help them recognize and understand their "strengths,

**Total LTS Options Counseling Services Provided: 7,050**

### Long Term Care Intakes

**Definition:** Number of Choices for Independence referrals/applications resulted in the ServiceLink Long Term Support Counselor processing a 2-page Intake form and entering it into the Bureau of Elderly and Adult Services Options system in order to be elig

**Total Medicaid Funding Long Term Care Intakes: 4735**

### Long Term Care Financial Eligibility Interviews

**Definition:** Number of individuals who received their face to face Medicaid financial eligibility interview at the ServiceLink Resource Center office with a Division of Family Assistance Family Services Specialist.

**Total LTC Financial Eligibility Interview Performed at the SLRC's: 1162**

### Average Time Spent assisting Contacts/Clients

**Definition:** Average time spent working with a contact and/or client by how the contact came to the SLRC:

Type of Contact	Average time	Type of Contact	Average time
Call	32	Email	29
Office Appointment	60	Home Visit	1 hr. and 26 min.
Satellite visit	35	Fax	23
Walk-in	38	Community appointment	1 hr. and 27 min.
Letter	33	Hospital Visits	1 hr. and 50 min.

**Statewide Total Average Time: 55 min.**



## ServiceLink Aging and Disability Resource Center SHIP Program Highlights

In State Fiscal Year 2011 the ServiceLink offices provided the following Medicare Counseling Services

### Medicare Counseling

**Definition:** Personalized counseling for Medicare Beneficiaries. Services provided within Medicare Counseling include enrollment assistance, education to all parts of Medicare, orientation to Medicare for new beneficiaries, and access to literature and m

**Total Medicare Counseling Services Provided: 23,553**

### Medicare Enrollment Assistance Activities

**Definition:** Number of Medicare contacts that resulted in the ServiceLink Medicare Specialist assisting with enrollment in Medicare Part D, Low Income Subsidy, or a Medicare Savings Program.

**Total Unique Enrollment Activities: SFY 11 23,237 as compared to SFY 10: 22,249**

### Average Time Spent assisting with Medicare

**Definition:** Average time spent working with a contact and or client by how the contact came to the SLRC:

Type of Contact	Average time		Type of Contact	Average time
Call	31 min.		Email	38 min.
Home Visit	1 hr. and 25 min.		Fax	1 hr. and 4 min.
Office Appointment	1 hr. and 6 min.		Community appointment	1 hr.
Walk-in	37 min.		Satellite visit	40 min.
Letter, email, or fax	42 min.			

**Statewide Total Average Time: 47 Minutes**

## ServiceLink Aging and Disability Resource Center SHIP Program Highlights

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**Definition:** Average time spent working with a contact and or client by how the contact came to the SLRC:

Type of Contact	Average time	Type of Contact	Average time
Call	31 min.	Email	38 min.
Home Visit	1 hr. and 25 min.	Fax	1 hr. and 4 min.
Office Appointment	1 hr. and 6 min.	Community appointment	1 hr.
Walk-in	37 min.	Satellite visit	40 min.
Letter, email, or fax	42 min.		

**Statewide Total Average Time: 47 Minutes**



## ServiceLink Aging and Disability Resource Center NH Family Caregiver Support Program Highlights

In State Fiscal Year 2011 the ServiceLink offices provided the following Caregiver Support Services

### Caregiver Support and Counseling

**Definition:** Similar to Long-Term Support Counseling, one on one counseling and support for family caregivers is an interactive process. Integral to the counseling is an assessment process with the family caregiver which looks at both formal and informal

**Total Caregiver Support Counseling Services Provided: 5,889**

### Caregiver Support Intakes

**Definition:** Number of family caregiver contacts that resulted in the Caregiver Support Specialist providing an in-home assessment and support plan.

**Total Caregiver Support Intakes: 464**

### Average Time Spent assisting Caregivers

**Definition:** Average time spent working with a contact and or client by how the contact came to the SLRC:

Type of Contact	Average time
Call	30 Min.
Home Visit	1 hr and 44 min.
Office Appointment	1Hr
Walk-in	34 Min.
Letter, email, or fax	35 Min.

**Statewide Total Average Time: 53 Minutes**